D 110181   (Pages : 2)   Name..

Reg. No.....................................

FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION NOVEMBER 2024

Hotel Management and Catering Science

BSH 5B 09—ROOMS DIVISION MANAGEMENT

(2020 Admission onwards)

Time : Two Hours   Maximum : 60 Marks

Section A

Answer the following questions in not exceeding **one paragraph**.
Each question carries 2 *marks.*
(Maximum Marks 20)

1. What is CRS ?

2. What is FIDELIO ?

3. What is discount allocation ?

4. Define output management.

5. Write the formula of ARR.

6. Write any *two* point of yield management.

7. What is Incentive rate ?

8. What is rule-of-thumb approach ?

9. What is free sale in room status ?

10. What is PMKK ?

11. Define SEISO.

12. What is total quality management ?

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 *words.*
Each question carries 5 *marks.*
(Maximum Marks 20*)*

13. Write the features included in Cashier Module.

14. Explain displacement in yield management.

15. Describe contribution pricing and Inclusive /non-inclusive rates.

16. What is the role of NSDC in skill development ?

17. Describe the guideline for performing Seiton in TQM.

Section C (Long Essay)

Answer any **two** *questions in not exceeding* 250 *words.*
Each question carries 10 *marks.*

18. Explain the importance of a property management system in the hotel industry.

19. Explain the benefits or Importance of Yield Management.

20. Explain Market based pricing methods of establishing room rates.

21. Explain the Information required for accurate room availability forecast.

(2 × 10 = 20 marks)